

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2011

Date filed: February 28, 2012

Name of company covered by this certification: Copper Valley Telephone

Form 499 Filer ID: 808526

Name of signatory: Kristi Lee

Title of signatory: COO Commercial & Billing

I, Kristi Lee certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions against data brokers in the past year.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

Signed

Kristi L. Lee

February 14, 2012

EB Docket No. 06-36

Copper Valley Telephone (CVT) has established operating procedures that are designed to ensure compliance with the CPNI rules and requirements in Subpart U of Part 64 of the FCC's rules (47 C.F.R. 64.2001 through 64.2009).

CVT has trained and provided to all Customer Service Representatives (CSRs) a CPNI manual, which includes the disciplinary action that will be taken if a CPNI breach occurs. I, as CVT's Compliance Officer, have received signed employee certification forms following the above-mentioned training. Written procedures that comply with CPNI rules have also been distributed to CSRs. CVT provides CPNI updates and training to the appropriate employees every 6 months. Annually, certification forms are updated following training by the Compliance Officer.

CVT has mailed opt-out notices to all customers. If a customer chooses to opt-out, their selection is updated in the billing system. The opt-out status is accessible to all CSRs when accessing CPNI data. CVT's Marketing Department removes customers who have opted-out from applicable marketing efforts. Opt-out notices are mailed annually to all CVT customers.

CVT's customer information is kept on a secure server to prevent unauthorized access by hackers and unauthorized employee access. Authorized employees have unique system logins and passwords which determines the level of customer information they can access.

Kristi L. Lee

Company Officer Signature

Kristi L. Lee

Printed Name

02-14-2012

Date